

SECTION 2: SYSTEMIC FACTORS

IV. STATEWIDE INFORMATION SYSTEM

Rating of Review Team Regarding Substantial Conformity				
Rating	Not in Substantial Conformity		Substantial Conformity	
	1	2	3 X	4

Missouri achieved substantial conformity with the systemic factor of Statewide Information System. Information pertaining to the item addressed for this factor is provided below.

Item 24. State is operating a Statewide information system that, at a minimum, can readily identify the status, demographic characteristics, location, and goals for the placement of every child who is (or within the immediately preceding months, has been) in foster care.

 X Strength Area Needing Improvement

This item is rated as a Strength because the CFSR determined that the State's legacy system captures all of the information required to identify the status, demographic characteristics, location, and goals for the placement of every child in foster care.

According to the Statewide Assessment, the State's current legacy system can accurately determine the status, demographics, location, and goals for all children involved in foster care. However, the Statewide Assessment notes that case level data are not always entered in a timely and consistent manner, making their validity questionable, and that outcome data produced by the system for the monthly management reports are not consistently used by the area and county offices or the Central Office to target problems with service delivery.

As indicated in the Statewide Assessment, Missouri is in the process of creating a comprehensive case management system, which will be known as the Family and Children's Electronic System (FACES). As part of the multi-year development and implementation process, the State recently launched a new routine that links all clients in the various subsystems through a common departmental client number, which produces a case history using a unique identifier.

Stakeholders commenting on the legacy system during the onsite CFSR reported that it can track the status, demographic characteristics, location, and goals of children in foster care. While stakeholders acknowledged that the system contains valuable data, they reported that accessing information is a cumbersome process that requires multiple steps. While some stakeholders found that the system-generated reports are helpful, other stakeholders expressed dissatisfaction with the accessibility and quality of the reports. Stakeholders also expressed concern that data are not entered in a timely manner.